

BEST PRACTICE CATALOG

Project Title: **PROGRAM I CONTINUOUS QUALITY IMPROVEMENT**

Function Category: ☐ PATIENT-FOCUSED ☒ ORGANIZATION ☐ STRUCTURES

Subcategory: **Improving Organization Performance** Heading: **Quality Improvement**

Key Word(s): **Continuous Quality Improvement**

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Hospital: **Metropolitan State Hospital**

Purpose: The continuous quality improvement program in the Children and Adolescent Treatment Program at Metropolitan State Hospital involves a continuous effort by all members of the program to meet the needs of its patients and other customers. This requires a shift in thinking, as it emphasized the value of exceeding standards, not just meeting thresholds or providing “quick fixes” to difficult problems.

Brief Description: The program involves training the staff of the program in CQI “tools” to help facilitate quality improvement and identify what should be measured. The program strives to determine “best-in-class” performance measurement techniques by benchmarking its performance with other like facilities. The program strives to add a view to the program’s mission to include the concept that we are patient/customer focused. Staff are reminded that quality is everyone’s responsibility.

In addition, quality assurance is not viewed as an end in itself, but a mechanism to continuously improve the quality of services in the program. CQI tools are utilized to find a process to improve, organize a work effort, clarify current knowledge of the process, understand process variation and capability, and select a strategy for continued improvement. Tools such as brainstorming, cause and effect diagrams, pareto charts and flow charting have been recently used to identify root causes in processes and problems such as an increase in restraint and seclusion usage during a particular month. Through these tools, staff were able to identify the root cause of the variance and make improvements to address these causes.

Another example is our recently formed Point and Level System Process Action Team. This team is improving an existing process by using CQI tools procedures, such as development of a mission statement, benchmarking, satisfaction to customers and suppliers, and tools to analyze variance. Through these endeavors, the quality of care and treatment provided will be positively impacted, meeting our commitment as a facility to “provide mental health services that improve quality of life.”

Selection Basis/Criteria:

The following items are available regarding this Best Practice:

☐ Photographs ☐ Video Tape ☐ Drawings ☐ Manual

☐ Other : _____

DATE SUBMITTED: **October 13, 1998**